

## CLAIMS

What is claimed is:

- Sub A1*
1. A method for scheduling and planning maintenance and service in a network-based supply chain, comprising the steps of:
    2. (a) monitoring operation of entities selected from the group consisting of server processes, disk space, memory availability, CPU utilization, access time to a server, and a number of connections in a network-based supply chain;
    3. (b) updating items selected from the group consisting of merchandising content, currency exchange rates, tax rates, and pricing in the network-based supply chain at predetermined intervals;
    4. (c) synchronizing external data stored separately from the network-based supply chain with internal data stored on the network-based supply chain;
    5. (d) managing contact information received from users of the network-based supply chain; and
    6. (e) altering the items based on profiles of the users of the network-based supply chain.
  1. 2. A method as recited in claim 1, further comprising the step of performing load balancing services that initiate and stop processes as utilization levels vary in the network-based supply chain.
  1. 3. A method as recited in claim 1, wherein the step of managing the contact information includes tracking responses to the users of the network-based supply chain.
  1. 4. A method as recited in claim 1, wherein one of the items altered based on the profiles of the users includes price, and the price is altered to reflect a discount assigned to the user.

1 5. A method as recited in claim 1, wherein prior to the synchronization of the  
2 external data, a search is performed for the internal data in the network-based  
3 supply chain.

*Sub  
02*  
1 6.  
2 A computer program embodied on a computer readable medium for  
3 scheduling and planning maintenance and service in a network-based supply  
chain environment, comprising:

- 4 (a) a code segment that monitors operation of entities selected from the group  
5 consisting of server processes, disk space, memory availability, CPU  
6 utilization, access time to a server, and a number of connections in a  
7 network-based supply chain;
- 8 (b) a code segment that updates items selected from the group consisting of  
9 merchandising content, currency exchange rates, tax rates, and pricing in the  
10 network-based supply chain at predetermined intervals;
- 11 (c) a code segment that synchronizes external data stored separately from the  
12 network-based supply chain with internal data stored on the network-based  
13 supply chain;
- 14 (d) a code segment that manages contact information received from users of the  
15 network-based supply chain; and
- 16 (e) a code segment that alters the items based on profiles of the users of the  
17 network-based supply chain.

1 7. A computer program as recited in claim 6, further comprising a code  
2 segment that performs load balancing services that initiate and stop processes  
3 as utilization levels vary in the network-based supply chain.

1 8. A computer program as recited in claim 6, wherein the code segment that  
2 manages the contact information includes tracking responses to the users of  
3 the network-based supply chain.

1 9. A computer program as recited in claim 6, wherein one of the items altered  
2 based on the profiles of the users includes price, and the price is altered to  
3 reflect a discount assigned to the user.

1 10. A method as recited in claim 6, wherein prior to the synchronization of the  
2 external data, a search is performed for the internal data in the network-based  
3 supply chain.

*Sys B*  
*Sub 3*

1 11. A system for scheduling and planning maintenance and service in a network-  
2 based supply chain environment, comprising:

3 (a) logic that monitors operation of entities selected from the group consisting of  
4 server processes, disk space, memory availability, CPU utilization, access  
5 time to a server, and a number of connections in a network-based supply  
6 chain;

7 (b) logic that updates items selected from the group consisting of merchandising  
8 content, currency exchange rates, tax rates, and pricing in the network-based  
9 supply chain at predetermined intervals;

10 (c) logic that synchronizes external data stored separately from the network-  
11 based supply chain with internal data stored on the network-based supply  
12 chain;

13 (d) logic that manages contact information received from users of the network-  
14 based supply chain; and

15 (e) logic that alters the items based on profiles of the users of the network-based  
16 supply chain.

1 12. A system as recited in claim 11, further comprising logic that performs load  
2 balancing services that initiate and stop processes as utilization levels vary in  
3 the network-based supply chain.

- 1 13. A system as recited in claim 11, wherein the logic that manages the contact  
2 information includes tracking responses to the users of the network-based  
3 supply chain.
- 1 14. A system as recited in claim 11, wherein one of the items altered based on  
2 the profiles of the users includes price, and the price is altered to reflect a  
3 discount assigned to the user.
- 1 15. A system as recited in claim 11, wherein prior to the synchronization of the  
2 external data, a search is performed for the internal data in the network-based  
3 supply chain.
- 1 16. A system as recited in claim 11, wherein prior to the synchronization of the  
2 external data, a search is performed for the internal data in the network-based  
3 supply chain.